

AGENDA FOR 19th MEETING OF CGRF AND OMBUDSMAN

Date	07/07/2015
Time	11 : 30 AM
Venue	Gujarat Electricity Regulatory Commission 6th Floor, GIFT ONE, Road 5-C, Zone 5, GIFT CITY, Gandhinagar – 382 355. GUJARAT.

Sr. No.	Agenda Items
1	Confirmation of the minutes of the last meeting.
2	Action Taken Report
3	Review of performance
4	Presentation on cases by Forums - MGVCL, DGVCL, PGVCL- (Bhavnagar) and TPL (Ahmedabad)
5	Any other item with the permission of the Chair.

Item No. 1 : Confirmation of the minutes of the last meeting

The 18th meeting of all CGRFs was held on 14th November, 2014. The minutes were circulated to all the Forums / Members vide Commission's letter No. GERC/VHT/18TH CGRFs/Minutes/2014/2512 dated 01st December, 2014. No comments have been received from any of the members so far. The minutes may therefore be confirmed.

Item No. 2: Action Taken Report

The following decisions were taken in the last meeting.

- Pamphlet showing brief details regarding working of the CGRF to be printed in every calendar year and be circulated amongst the consumers alongwith electricity bill of January month.
- Compilation of all the orders starting from the commencement of Forum and submit a soft copy of the compilation to the Commission before next meeting of the Forum.
- Complaints withdrawn by complainant, Complaints not falling within the jurisdiction of the Forum etc.. shall be shown in separate column "others" in the quarterly performance report to be communicated to the commission
- Review of Implementation of Orders issued by the CGRF by respective licensee by the Chairman CGRF and apprise the commission about the status of compliance of CGRF order.

The action taken report received from various Forums is enclosed at Annexure – 1, this may be discussed.

Item No. 3 : Review of performance

The summary of quarterly reports received from the CGRFs & Ombudsman for Quarter-III and Quarter-IV of 2014-15 is enclosed at Annexure – 2 & 3 respectively. This may be discussed.

Item No. 4 Presentation by Forums

The forum representative from MGVCL, DGVCL, PGVCL-Bhavnagar and TPL (Ahmedabad) shall make presentation on a typical case highlighting the legal aspect and general observations in the orders.

Item No. 5 : Any other item with permission of the Chair.

Agenda for the 19th Meeting of Consumer Grievances Redressal Forums

Annexure-I

	MGVCL	UGVCL	DGVCL	PGVCL – Rajkot	PGVCL - Bhavnagar	PGVCL - Bhuj	TPL – Ahmedabad	TPL - Surat
Pamphlet showing brief details regarding working of CGRF printed in every calendar year and circulated amongst the consumers alongwith electricity bill of January month.	No information.	No information.	Distributed the pamphlets to consumers during last year. Information of CGRF mentioned in Electricity Bills.	All Circles almost completed distribution of pamphlets. Copy submitted.	All Four Circles had distributed pamphlets to all consumers with bills.	Printing of pamphlets is under process.	Distributed with electricity bill during two cycles of Jan -Feb-2015.	Distributed 577335 leaflet along with energy bills for January – 2015.
Compilation of all the orders starting from the commencement of Forum and submit a soft copy of to the Commission before next meeting of the Forum.	Soft Copy uploaded on Website.	Soft Copy uploaded on Website.	Compilation of orders of Last 3 year almost completed.	Soft Copy of Orders from April – 2005 to March 2015 is prepared and submitted in meeting.	Soft Copy of Orders from April – 2005 to Mar 2015 is prepared and submit in meeting.	All order from the starting of Forum to 30.09.2014 & Oct-14 to Mar -15 submitted to GERC.	Soft Copy for Orders from 1/1/2015 is ready and submits in meeting.	Will submit CD during next review meeting.

Agenda for the 19^h Meeting of Consumer Grievances Redressal Forums

Annexure-I								
	MGVCL	UGVCL	DGVCL	PGVCL – Rajkot	PGVCL - Bhavnagar	PGVCL - Bhuj	TPL – Ahmedabad	TPL - Surat
Complaints withdrawn by complainant, Complaints not falling within the jurisdiction of the Forum etc.. shall be shown in separate column “others”	Complied	Complied	Complied	Complied	Complied	Complied	Complied	Complied
Review of Implementation of CGRF Orders and apprise the commission about the status of compliance of CGRF order by the respective licensee.	No any Information	Reviewed and orders status submitted	Reviewed and submitted compliance status with quarterly report	Reviewed and submitted compliance status with quarterly report	Reviewed and submitted compliance status with quarterly report	Reviewed by Chairman on 18.3.2015 and 26.3.2015 – for all cases necessary action taken by licensee	Reviewed	No such order.

Agenda for the 19^h Meeting of Consumer Grievances Redressal Forums

Annexure-II

Performance Reports Received from CGRFs for the Quarter- III of 2014-15 (Oct – Dec. 2014)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievance	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	Grievances pending for more than 45 days	No. of Grievances in Favour of Licensee	No. of Grievances in Favour of Consumers	Other	No. of Sittings
					45 day	45 days						
UGVCL	14	44	58	39	39	0	19	0	14	06	19	11
MGVCL	10	31	41	33	32	1	8	0	15	18	0	8
DGVCL	2	36	38	33	33	0	5	0	10	16	7	10
PGVCL (Bhuj)	2	17	19	15	15	0	4	1	5	5	5	8
PGVCL (Bhavnagar)	23	91	114	88	52	36	26	2	34	50	4	13
PGVCL (Rajkot)	31	134	165	89	74	15	76	3	21	44	24	14
TPL (Ahm.)	14	50	64	56	54	2	8	0	49	7		12
TPL (Surat)	0	4	4	4	4	0	0	0	1	0	3	13
Total	96	407	503	357	303	54	146	6	149	146	62	89

Agenda for the 19^h Meeting of Consumer Grievances Redressal Forums

Details of Cases before Ombudsman for Quarter III of 2014-15 (Oct. to Dec.14)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter				No. of Appeals Pending at the End of the Quarter	No. of Sittings in the Quarter
			In favor of Appellant	In favor of Licensee	Others	Total		
10	43	53	12	25	3	40	13	56

Annexure-III

Performance Reports Received from CGRFs for the Quarter- IV of 2014-15 (Jan.-Mar.15)

Forum Name	Grievance Pending at the end of the previous Qtr.	Grievance received during the Qtr.	Total Grievances	Grievances redressed during the Qtr.	Grievances successfully redressed during the Qtr.		Balance Grievances to be Redressed at the end of the Qtr.	Grievances pending for more than 45 days	No. of Grievances in Favour of Licensee	No. of Grievances in Favour of Consumers	Other	No. of Sitzings
					45 days	45 days						
UGVCL	19	20	39	22	22	0	17	2	13	3	6	5
MGVCL	8	26	34	26	22	4	8	0	15	11	0	11
DGVCL	5	58	63	63	63	0	0	0	9	31	23	10
PGVCL (Bhuj)	4	16	20	15	13	2	5	0	5	8	2	8
PGVCL (Bhavnagar)	26	88	114	86	71	15	28	4	20	62	4	12
PGVCL (Rajkot)	76	124	200	136	113	23	64	3	34	62	40	14
TPL (Ahm.)	8	60	68	55	53	2	13	0	41	14	0	12
TPL (Surat)	0	8	8	8	8	0	0	0	6	0	2	13
Total	146	400	546	411	365	46	135	9	143	191	77	85

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Details of Cases before Ombudsman for Quarter IV of 2014-15 (Jan. to Mar.15)

No. of Appeals Pending at the Beginning of the Quarter	No. of Appeals Received During this Quarter	Total No. of Appeals	No. of Appeals Disposed Off During this Quarter				No. of Appeals Pending at the End of the Quarter	No. of Sittings in the Quarter
			In favor of Appellant	In favor of Licensee	Others	Total		
			13	38	51	10		